NeurOptics®NPi™-100 Pupillometer Troubleshooting Guide

Issue	Possible Reason	Solution
Device will not turn on	Not using correct power supply	Use only power supply provided with pupillometer. Check label on power supply.
Device will not turn on	Power cord is not fully plugged into the wall or the charging station	Check connections
Device will not turn on	Battery not installed correctly in device	Remove and replace following instructions in Instructions for Use (IFU)
Device will not turn on	Battery completely discharged	Verify that battery is installed correctly into the device. Charge the battery by positioning the pupillometer into the charging station. (see instructions in IFU)
Battery will not charge/battery does not last	Device is not placed in charging station correctly	Make sure to push device straight down into charging, following instructions in IFU and that a lightning bolt symbol is displayed on the battery icon
Device will not take a measurement	Device not at Main Measurement Screen	Press RIGHT or LEFT key to toggle back to Main Measurement Screen.
Measurement results do not show both eyes/eyes will not "pair"	Must have 2 good measurements in a row. Second eye must be measured within 60 seconds of the first eye. Must use LEFT key and then RIGHT key (or vice versa), but cannot use same key twice.	Measure 2nd eye immediately after 1st eye.
Measurement results do not show both eyes/eyes will not "pair"	Setting is on "Pairing Disabled"	Enable pairing feature in Tools menu (refer to IFU)
Targeting phase will not initiate after pressing the RIGHT or LEFT key	The headrest is not mounted on the pupillometer	Make sure to properly attach the headrest as indicated in the IFU. If "Please attach headrest" message still appears after attaching the headrest, press the LEFT or RIGHT key to clear the message.
Pupil measurement will not initiate after release of the RIGHT or LEFT key or "Pupil not detected!" error message after measurement attempt	Device not held correctly	Hold device at a 90-degree angle to patient's face. Make sure patient's eye is centered on the screen.
Pupil measurement will not initiate after release of the RIGHT or LEFT key or "Pupil not detected!" error message after measurement attempt	RIGHT or LEFT key was released before seeing a green circle around the patient's pupil in the LCD screen	Do not release the RIGHT or LEFT button to initiate the scan until the green circle is visible around the pupil
Pupil measurement will not initiate after release of the RIGHT or LEFT key or "Pupil not detected!" error message after measurement attempt or variables are displayed in red font on the measurement results screen	Too much blinking or heavy makeup	Gently hold patient's eyelid open with your finger during measurement
The variables are displayed in red font on the measurement results screen	Device removed from eye before measurement phase completed	Do not remove device from eye until "Measurement Done" is shown on the screen
The variables are displayed in red font on the measurement results screen	Excessive movement of the user's hand or the patient's head	Repeat the measurement
Screen reads "Measurement Aborting" during measurement	RIGHT or LEFT key was pressed again after measurement phase began, which aborts the measurement	Do not press the RIGHT or LEFT key once the measurement has begun (i.e.: once the RIGHT/LEFT key has been pressed and released)
Record will not print	Pupillometer held too far away from printer or not in line of sight of IR window of printer	Top of pupillometer must be held in direct line of sight of the infrared port on the printer. See instructions in IFU.
Record will not print	Measurement to print is not shown in the active screen	Print immediately after measurement results are displayed on screen or browse to find record to print.
Record will not print	Using incorrect paper or power supply	Use only NeurOptics long-life printer paper and power supply provided with printer (refer to IFU for part numbers).
Record will not print	Printer is not turned on	Check connections and make sure green power LED on top of printer is illuminated.
Video will not play	Pupil video record not present in memory	Perform and complete a pupil measurement
Video will not play	Device has been turned off or shut off automatically after one hour outside of charging station. Video of last measurement taken will only play as long as device is not turned off.	Play video before shutting device off.